

New Independent Adjudicator to bring extra layer of scrutiny to Grenfell complaints



A new Independent Adjudicator who will bring an independent and impartial view to dealing with Grenfell-related complaints, has been appointed by Kensington and Chelsea Council.

Katrina Robinson MBE, will bring a wealth of experience to the role and starts with the Council on **Monday 21 May**. Katrina is a solicitor with over 20 years' experience in housing law.

She has worked closely with residents, including social housing tenants, throughout her career, investigating complex complaints and helping social landlords to improve how they work with residents. In 2016 she was awarded an MBE for services to social housing.

Kensington and Chelsea Council is determined to make sure complaints about Grenfell services are dealt with quickly and efficiently and in a fair and

transparent way. The Independent Adjudicator adds an extra layer of transparency to this process. She will work entirely separately from the Grenfell team and will be outside the normal Council management structures. She will report directly to the Chief Executive and the Leadership Team.

The Council has recently launched a new dedicated Grenfell Complaints team which will be solely responsible for investigating Grenfell-related complaints. The new Complaints team will handle all complaints relating to the Grenfell rehousing process, the Key Work service, assistance centres and any other area of the Grenfell directorate.

It will follow the three stage corporate complaints procedure and will provide a single point of contact for any residents wishing to make a complaint.

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The Independent Adjudicator will be the third stage of this process and will review complex and sensitive cases, challenge evidence, question officers, form an independent judgement and propose a resolution to the Council. This will also include reviewing Grenfell housing allocation decisions and ensuring that reasonable offers have been made to residents.

If residents are still not satisfied with the Independent Adjudicator's suggested outcome, they can contact the Local Government Ombudsman. Find out more at lgo.org.uk/making-a-complaint

You can contact the Grenfell Complaints team on grenfellcomplaints@rbkc.gov.uk

You can find out more about the new Complaints team on **Page 2**.

Grenfell Tower Public Inquiry

The Public Inquiry into the Grenfell tragedy will start on **Monday 21 May 2018** and it aims to "examine the circumstances leading up to and surrounding the tragedy at Grenfell Tower on 14 June 2017."

The Inquiry is independent. It will be for the Chairman, Sir Martin Moore-Bick, and panel members, to decide what documents should be produced and who should give evidence.

Residents of the Tower, others who live in the locality and those who have lost friends and family will be able to take part. The Government has said that funds will be made available, where appropriate, to cover the costs of their legal representation in the Inquiry.

The Inquiry will be split into two phases. The official website of the Public Inquiry recently published a timetable outlining the timeframe of Phase 1 which is due to finish in November 2018. We cannot say for sure how long the whole process will take, but we do expect it to be continuing into 2019.

If you would like to find more information about the Grenfell Tower Public Inquiry, please visit

www.grenfelltowerinquiry.org.uk



Seeds sown for new community garden

London's oldest botanical garden, Chelsea Physic Garden, is working in collaboration with the Council's community gardening team and local community to transform the Elkstone Road Community Garden Oasis into a hidden urban paradise in the heart of North Kensington. This builds on the good work that Mind Kensington & Chelsea undertook at the garden.

During the renovation process, staff and volunteers at Chelsea Physic Garden worked alongside local residents to help restore this disused area to a welcoming space that encourages urban wildlife and provides a place to learn about the importance of plants in our everyday lives.

Founded by the Worshipful Society of Apothecaries of London in 1673, Chelsea Physic Garden is renowned for its collection

of rare medicinal and useful plants. Their knowledge within this area will make the community garden bloom with an array of edible and medicinal plants. Alongside local community groups and school children, Chelsea Physic Garden aims to develop an urban green oasis, where people can learn new skills, meet people and enjoy nature.

The new space will host free drop-in gardening sessions on **Thursdays at 3.30pm to 5.30pm** throughout summer at **Elkstone Road Community Garden, W10 5NT**. Join the team next week to help build a "Bug Hotel". All ages welcome.



Improving Grenfell Enquiries and Complaints Service

Care for Grenfell, the one stop service from the Council that provides a range of support for those recovering from the tragedy, is restructuring and changing its name to Grenfell Enquiries.

The new team will ensure that the Council provides a quicker and more efficient response to enquiries received from anyone affected by the Grenfell tragedy.

Grenfell Enquiries team are the initial contact for all Grenfell-related enquiries; housing, care and support and finance.

The team can be reached on the same number **020 7745 6414**. This line is currently open from **8am to 8pm**.

There is an emergency overnight service which residents can reach on the same number. Residents can also contact the team via email on grenfell.enquiries@rbkc.gov.uk

When someone calls or sends an email, their issue will either be resolved by the Grenfell Enquiries team then and there, or they will be referred to the correct team to ensure their enquiry is dealt with appropriately.

The Grenfell Enquiries team can give you advice on the following topics:

- Access to financial support
- Key Workers
- Planning school transport
- Ensuring food and clothing needs are met
- Linking families to charities and other community support groups

It can also refer you to teams which deal with:

- Housing
- Care and support needs (including counselling and therapy)

The enquiries team can also refer you to the Grenfell Complaints service.

Complaints about Grenfell will be investigated by a new, dedicated team.

The Grenfell Complaints team can be contacted if you wish to formally make a complaint about a Grenfell-related service, individual providing the service or decision made by the service.

The team can also be contacted if you wish to formally compliment a Grenfell-related service, individual providing the service or decision made by the service.

See the website for further information

www.grenfellsupport.org.uk/grenfell-enquiries

or contact

grenfellcomplaints@rbkc.gov.uk

Activities Programme at The Curve Community Centre

Monday 21 May

- **10am–12pm** – Women's cooking group hosted by Jada from the NHS (drop-in)
- **5pm–7pm** – Homework and revision club with qualified tutor for ages 11 to 18 (drop-in)
- **5.30pm–7.30pm** – Pre-ESOL English
- **8pm–11pm** – Join us for Iftar this Ramadan (hosted by Ramadan Tent Project)

Ramadan Mubarak

Tuesday 22 May

- **9.30am–11.30am or 12.25pm–2.30pm** – ESOL – English language classes (please book by emailing: sakinah.touzani@westway.org)
- **10am–3pm** – Drop-in sewing club for all. Grow your skills, knit and natter.
- **10.30am–12.30pm** – Helping children deal with loss (please book by emailing: thecurve.rbkc.gov.uk)
- **10.30am–12.30pm** – Job search workshops (drop-in)
- **2pm–4pm** – Grief encounters with Colin (drop-in counselling)
- **7pm** – Iftar soup kitchen for the displaced residents

Support Sessions from Samaritans

Samaritans listening volunteers will be at The Curve Community Centre, on **Monday 21** and **Tuesday 22 May**. They will be there to provide emotional support between **2pm** and **6pm** for anyone who has been affected by the Grenfell Tower tragedy, specifically concerning the approaching inquiry and anniversary.

The Crèche's opening hours are:

Monday, Tuesday, Wednesday and Friday
10am to 12pm and **1pm to 3pm**.

No crèche on Thursdays.

The Crèche is for parents attending appointments or courses at the Curve. Other Curve users are also able to use the crèche space when attending an event or activities. To book, please email: thecurve@rbkc.gov.uk

Wednesday 23 May

- **9am–10.30am** – MEND mini – healthy lifestyles programme for families (drop-in)
- **10am–12pm** – World coffee morning - free and open to all
- **10.30am–12.30pm** – Job search workshops
- **10.30am–12pm** – Shared reading group, open to all abilities.
- **10am–1pm** – Felt making with Heather F. Martin: introduction to Nuno felting (please email flourish@acava.org to book)
- **1pm–3.30pm** – Adult book break group – Come and enjoy shared reading. Open to anyone with any level of reading
- **2pm–4pm** – Drug and alcohol information (drop-in)
- **4pm–7pm** – Girl's youth group for ages 13+
- **5pm–7pm** – Homework Club, ages five–11 (drop-in)
- **8pm–11pm** – Join us for Iftar this Ramadan (hosted by Ramadan Tent Project)



Thursday 24 May

- **11am–1pm** – Music cafe and open mic
- **10am–1pm** – Felt making with Heather F. Martin (Introduction to Nuno felting)
- **10.30am–12pm** – Shared reading group, open to all abilities
- **12pm–4pm** – Persian older people's group (come along to relax and chat)
- **2pm–4pm** – Drug and alcohol drop-in
- **4pm–6pm** – Young artists (ages five–11. For keen young artists looking to develop their skills)
- **5pm–7pm** – Homework club ages five–11

Friday 25 May

- **9am–10.30am** – Mend mini-weekly sessions ran by a registered nutritionist and physical activity specialist. Ages two to four years
- **5pm–8pm** – Social club. Come and play dominoes and ludo. Refreshments provided.

Saturday 26 May

- **8pm** – Ramadan Mubarak soup kitchen
- **12am–2.30pm** – Steel orchestra workshop with Metronomes. For families and children.
- **5pm** – Iftar soup for displaced residents

The Curve Community Centre opening hours are **10am to 8pm Monday to Friday** and **11am to 6pm** on weekends.

Some sessions need to be booked in advance to secure your place, so

email thecurve@rbkc.gov.uk and they will confirm your reservation by return.



For a full list of events visit grenfellsupport.org.uk/thecurve/events

Support services on offer

Anyone who would like to speak to the police in relation to the investigation into the fire is asked to contact the Met Police on **0800 032 4539**.

Important Contacts

Cruse Bereavement Care

Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk.

The helpline is open **Monday-Friday** from **9.30am-5pm**. Extended hours Tuesday, Wednesday and Thursday evenings, until 8pm.

Replacement UK passports, visas or immigration queries

Call our advice line on **0300 303 2832**. The line is open 24 hours.

Air quality and smoke exposure

If you have concerns about any symptoms, please see your doctor or call NHS **111**.

Housing support

If you have any questions about housing or want to find out who your housing officer is please call **0800 137 111** or **020 7361 3008**.

Victim support

Call **0808 1689 111** for practical and emotional support, or visit victimsupport.org.uk. The line is open 24 hours a day.

The Grenfell Muslim

Response Unit also offers additional support. Find out more by emailing info@gmru.co.uk

You can also get physical and mental support at **The Curve Community Centre**. Call **077 1223 1133**.

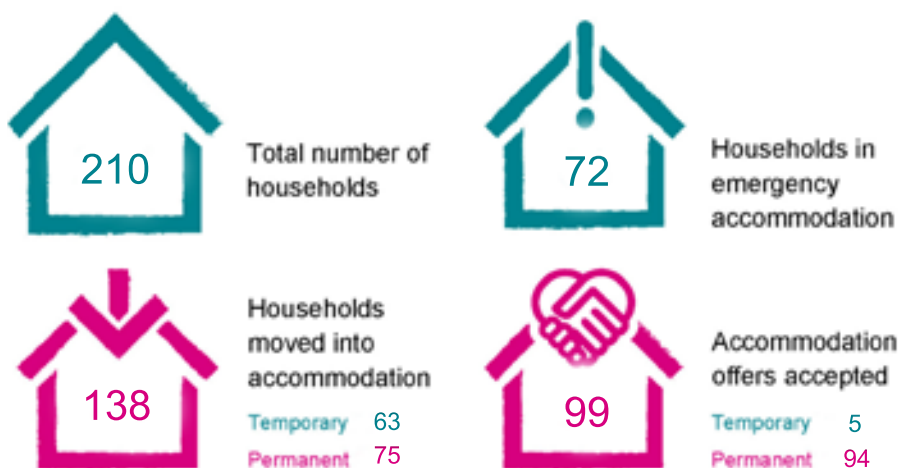
Hestia, Central and North West London NHS Foundation Trust, and the Drug and Alcohol Service are based overnight at the **Notting Hill Methodist Church, Lancaster Road, from 10pm to 8am**. Pop in for a chat and support.

Housing update

Grenfell Tower and Grenfell Walk



We have committed £235 million to finding new homes for residents and have now secured 307 properties for families. We invite households to choose which properties they want to view from all those available on our Home Connections website. Households currently living in temporary accommodation provided by the Council or our partners, also have the option to make these properties their permanent home if they wish. For those households living in hotels and who wish to move into a temporary home, we will help to find private rented accommodation. We will help with furniture, bedding, crockery and cutlery, white goods and utilities.



These numbers are accurate as of 17 May 2018

Free nutrition workshop for men

Have you discovered the benefits of healthy eating? Come and learn interesting and useful information about nutrition and health and how it can help you get more out of life at **Dalgarno Trust, 1 Web Close, Dalgarno Way, W10 5QB** on **Friday 25 May** from **10.30am to 12.30pm**.

You will learn how to cook on a budget and how nutrition can help you with a healthy lifestyle. All men are welcome.

To register please contact Davendra on **020 8969 6300** or email Davendra@dalgarnotrust.org.uk

Half term activities brochure now available

Make sure you don't miss out on the activities on offer for children, young people and families this May half term (**Monday 28 May to Friday 1 June**). You can find out about everything on offer in our May half term activities brochure, available online with this link: bit.ly/2rKPmRK

Update on wrapping Grenfell Tower

The site management team are working to find the best solution to change the colour of the wrapping without uncovering the Tower after receiving a recent proposal to do this. As this solution is finalised and agreed with the community, the work to put up scaffolding and the existing white wrapping will continue. The team still aim to cover the Tower ahead of the anniversary of the tragedy. The final appearance of the wrapping will be decided in consultation with the community. The Council will continue to work with London Local Authority Gold to make sure all voices in the community are listened to on this issue.

For regular updates please follow us | The newsletter is also available in Arabic and Farsi languages.

[facebook.com/grenfellsupport](https://www.facebook.com/grenfellsupport) [@grenfellsupport](https://twitter.com/grenfellsupport) www.grenfellsupport.org.uk